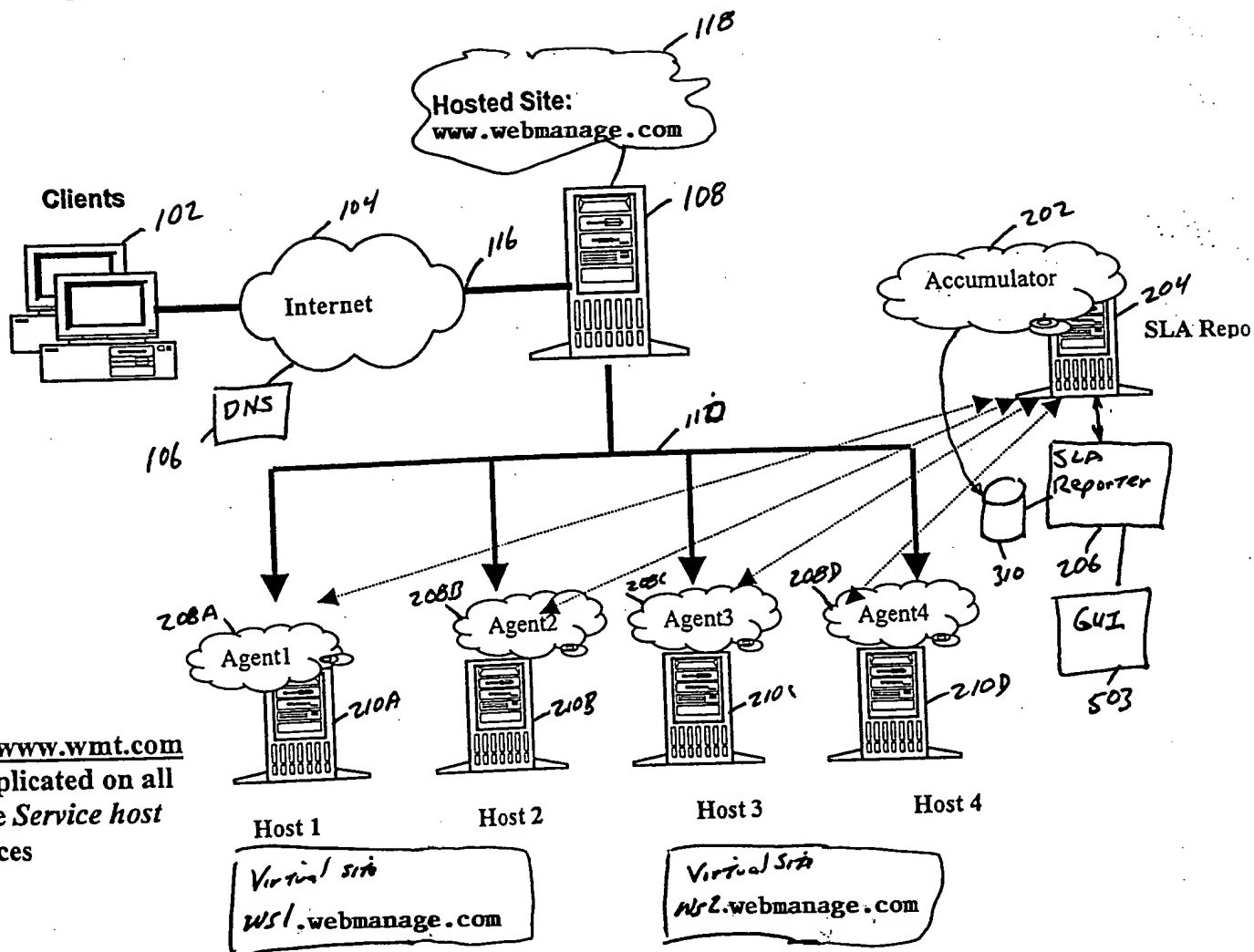


Fig. 1



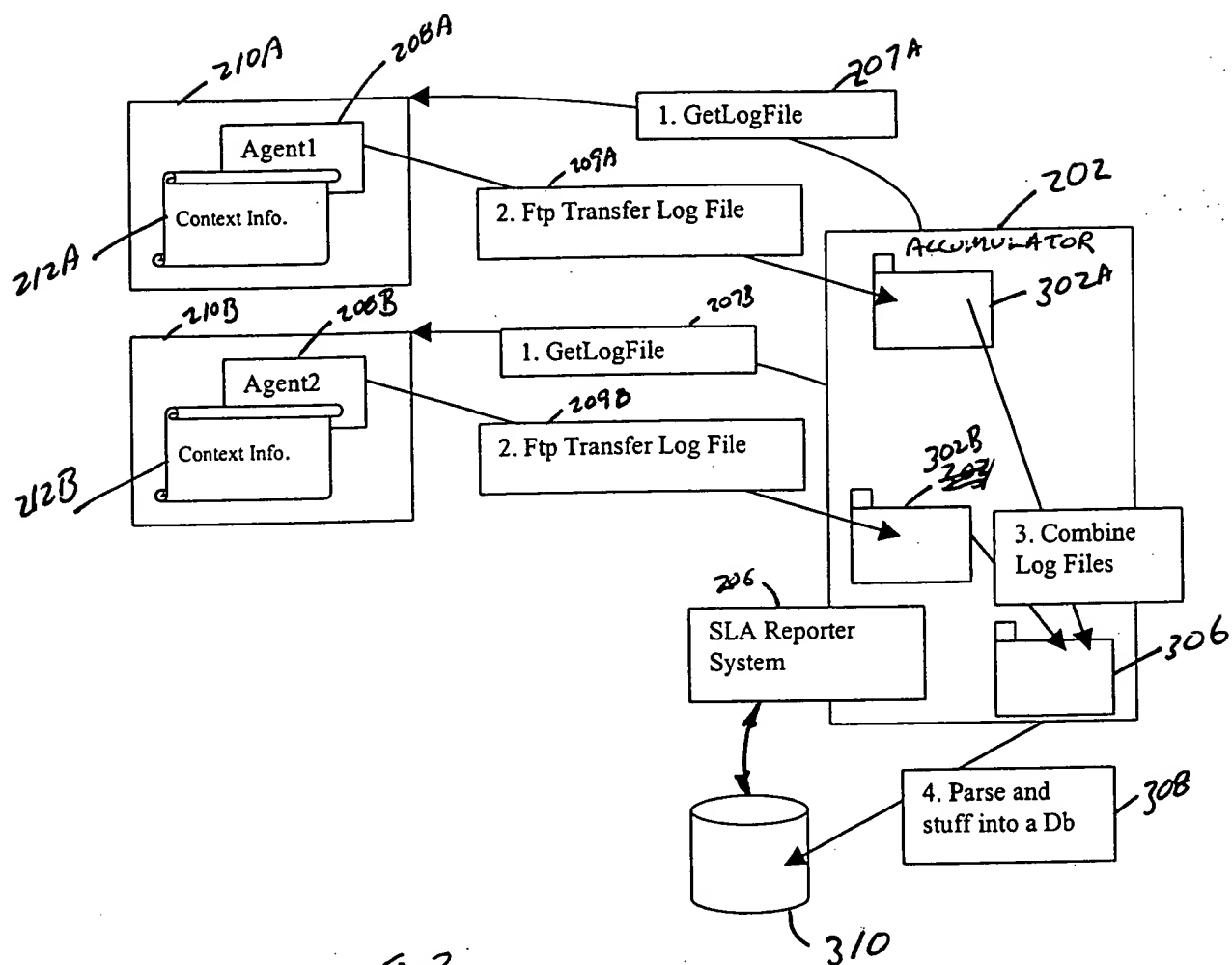


Fig 2

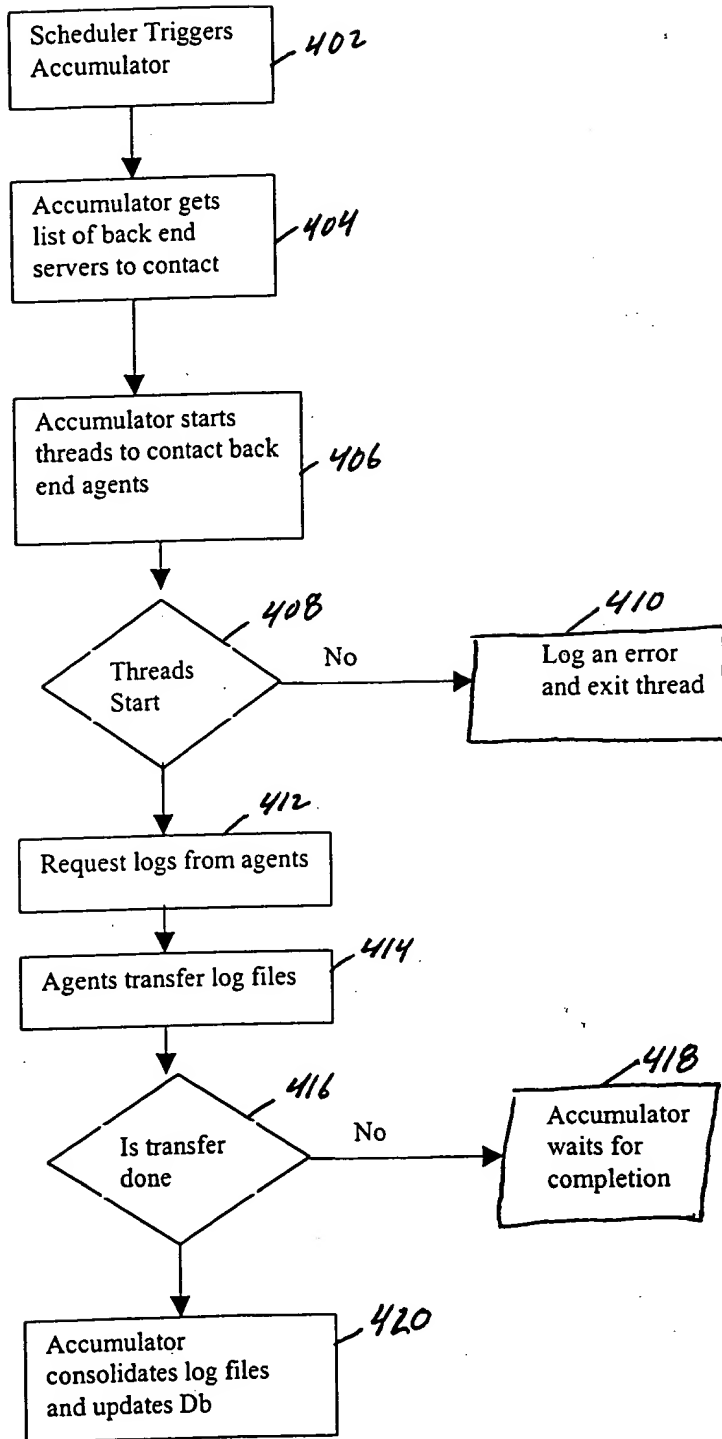
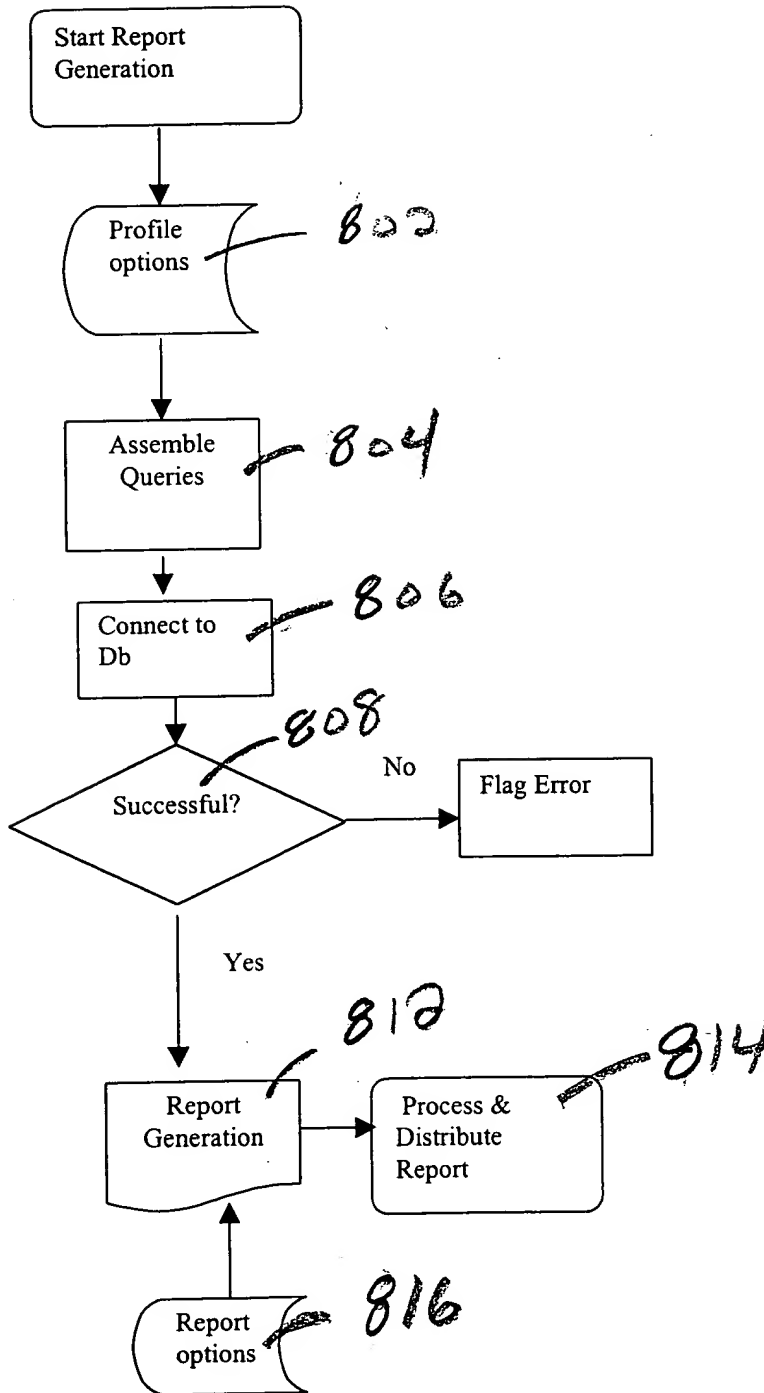


Fig. 3

Fig. 4



URL Based SLA Query URL Based SLA Query

Fig. 5A

URL Based SLA Query									
	Page Name	Requests	Visits	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1	Webmanage HomePage /homepage.html	62	33	5	5	0	3	1	33.3
2	Default Page /index.html	36	19	5	8	-60	3	3	0
3	Product Details of Webmanage /products/products.html	12	6	5	6	-20	3	2	+33.3
4	About Webmanage /company/aboutus.html	4	2	5	7	-40	3	0	+100
5	Main page /main.html	4	2	5	3	+40	8	0	+100
6	Enroll for Product Evaluation!! /products/evaluation.html	4	2	5	4	+20	3	2	+33.3
	Total	92	64						

Back-end Virtual Site Based SLA Back-end Virtual Site Based SLA

Fig. 5B

Back-end Virtual Site Based SLA							
	Virtual Site Name/IP	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1	Ws1.bu.edu	5	1	+80	3	2	+33.3
2	Ws1.wmt.edu	5	1	+80	3	2	+33.3
3	Ws2.bu.edu	5	3	+40	3	0	+100
4	Ws2.wmt.com	5	4	+20	3	1	+60

Back-end Server Based SLA Back-end Server Based SLA

Fig. 5C

Back-end Server Based SLA								
	Server Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1	Server1	Platinum	5	1	+80	3	2	+33.3
2	Server2	Platinum	5	8	-60	6	10	-66.6

Total Bandwidth Total Bandwidth

Fig. 5D

Total Bandwidth			
	Bandwith Subscribed(KB)	Actual Bandwidth (KB)	% Deviation
1	9000	7900	+12.2

Bandwidth Utilized by each Backend Server Bandwidth Utilized by each Backend Server

Fig. 5E

Bandwidth Utilized by each Backend Server		
	Virtual SiteName/IP	Backend Web Server Bandwidth (KB)
1	Ws1.wmt.com	Server1 1200
2	Ws1.bu.edu	Server1 2300
3	Ws2.wmt.com	Server2 3400
4	Ws2.bu.edu	Server2 1000
	Total	7900

Class Based SLA Class Based SLA

Fig. 5F

Class Based SLA						
	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual ErrorRate % Deviation
1	Platinum	5	3	+40	3	0 +100
2	Gold	5	4	+20	3	4 -20
3	Silver	5	5	0	3	2 +33.3

User Based SLA Query User Based SLA Query most popular visitors to your site.

Fig. 5G

User Based SLA Query							
	User Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate % Deviation
1	IBM	Gold	5	2	+60	3	1 +66.6
2	Microsoft	Gold	5	6	-20	6	3 +50
3	INTEL	Platinum	9	5	+44.4	8	5 +37.5

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